

1.1 EXHIBIT A - DEFINITIONS

The following terms which appear in this RFQQ have the meaning that is defined below for the purposes of this RFQQ:

- **AGENCY:** The Department of Social and Health Services is the AGENCY of the State of Washington that is issuing this RFQQ.
- **Apparently Successful Bidder (ASB):** That Bidder whose response is judged to be the best combination of attributes based upon the evaluation criteria. A bidder selected as having submitted a successful proposal, based on the final determination of the AGENCY management taking into consideration the bidder's final proposal score and which proposals best meet the needs of the AGENCY. The bidder is considered an "apparently" successful bidder until a contract is finalized and executed.
- **Bidder:** An individual, organization, public or private AGENCY, or other entity, along with its employees and agents, submitting a proposal in response to this RFQQ. "Bidder" also includes any firm, provider, organization, individual, or other entity performing services under this Contract. It shall also include any Subcontractor retained by Bidder as permitted under the terms of this Contract.
- **Business Days and Hours:** Monday through Friday, 8:00 a.m. to 5:00 p.m., Pacific Time, except for holidays observed by the State of Washington.
- **Contractor:** Individual or Company whose proposal has been selected by AGENCY's evaluation process and is awarded a formal written contract to provide specific goods and/or services.
- **Issue:** To mail, post or otherwise release this RFQQ as a public document to interested parties.
- **Key Personnel:** Staff being proposed to do the work under this proposal.
- **Proposal:** All material prepared and assembled by a bidder, and which the bidder submits in response to this RFQQ.
- **Protest:** An objection by the bidder, in writing, protesting the results of this RFQQ, and which complies with all requirements of this RFQQ.
- **RCW:** Revised Code of Washington. (All references to RCW chapters or sections shall include any successor, amended, or replacement statute.)
- **Requirements - MR:** A mandatory requirement (MR) is an essential AGENCY need that must be met by the responder. Mandatory requirements are scored as pass or fail. AGENCY will eliminate from the evaluation process any responder not fulfilling all mandatory requirements or not presenting an acceptable alternative.
- **Responder:** Bidder submitting a response to a specific RFQQ in order to obtain a contract with AGENCY.
- **Response or Proposal:** A formal "offer" made by the responder submitting the information required by a specific RFQQ.
- **RFQQ Coordinator:** The person named in this RFQQ as the RFQQ Coordinator, or the RFQQ Coordinator's designee within Central Contract Services. The sole point of contact within the AGENCY regarding this RFQQ for potential bidders and other interested parties.
- **RFQQ:** The Request for Qualification/Quotation i.e., this RFQQ document. The RFQQ is used as a solicitation document in this procurement, as well as all amendments and modifications thereto. The RFQQ is a documented formal procurement process providing Bidders an equal and open opportunity to compete on AGENCY contracts.
- **Statement of Work:** A statement of the work or services which the Bidder is to perform under any contract awarded, and which is generally in the form of an exhibit attached to the contract.
- **Submit:** To deliver to the AGENCY RFQQ Coordinator any of several documents described in this RFQQ and in the manner specified in this RFQQ.

- **WAC:** Washington Administrative Code. (All references to WAC chapters or sections shall include any successor, amended, or replacement regulation.)
- **You:** The person, AGENCY, or organization requesting a copy of this RFQQ or submitting a proposal in response to this RFQQ.

The following words and phrases listed below, as used in this RFQQ and the contracts to be awarded as a result of this procurement, shall each have the following definitions:

1. ADMINISTRATIVE POLICY 7.20

A DSHS Policy entitled, “Communication Access for Persons Who are Deaf, Deaf/Blind and Hard of Hearing”. This policy establishes guidelines, based on federal & state laws and regulations, which DSHS is expected to comply with when interacting with clients, customers and employees of DSHS.

2. APPOINTMENT

A period of time scheduled by a DSHS/state employee or contracted service/medical provider for a customer to appear at a predetermined location to receive interpreter services provided under this contract.

- Short-Term Appointment – an appointment of two or less consecutive working days on the same assignment.
- Long-Term Appointment – an appointment of three or more consecutive working days on the same assignment.
- Filled Appointment – contractor has assigned the interpreter(s) to the appointment and has confirmed this with the requester.
- Unfilled Appointment – contractor is unable to assign the interpreter(s) to the appointment and has notified the requester.
- Emergency Appointment – a medical or legal-related appointment that may be scheduled with little advance notice. Emergency appointments may happen at any time during the Days, Nights or Weekends

3. AUTHORIZED REQUESTER (OR REQUESTER)

Any employee of a DSHS entity, State of Washington governmental entity or contracted service/medical provider requesting the services of a sign language interpreter and is responsible for paying for such service. For MAA billing, only DSHS contracted medical providers are authorized requesters.

4. AUXILIARY AIDS

Any device or service needed to facilitate communication accessibility to spoken or aural language. Examples of auxiliary aids include qualified interpreters, assistive listening systems (e.g. loop, FM and infrared), televisions with captioning decoder, captioned videotapes, CDs and DVDs, open, closed and real-time captioning, teletypewriters (TTYs) and other specialized telecommunication equipment, transcriptions, readers, taped text, Braille and large print materials.

5. CANCELLATION

An appointment cancelled by a requester, DSHS/state employee, customer, contracted service/medical provider or interpreter.

6. CERTIFIED INTERPRETER

A sign language interpreter who has demonstrated, through performance and knowledge tests, their ability to meet the minimum standards to both expressively and receptively interpret effectively, accurately and impartially. They have been awarded certification by the Registry of Interpreters for the Deaf,

Incorporated (RID) and/or the National Association of the Deaf (NAD), is an active member of the organization(s) and has maintained their certification education unit (CEUs) requirements.

7. CLIENT

Any person applying, been determined eligible for, and/or receiving services from DSHS and/or State of Washington governmental entity.

8. CODE OF PROFESSIONAL CONDUCT

Performance standards established by DSHS to be met by interpreters when providing language services to DSHS programs, clients, customers or DSHS/state employees.

9. CONTRACT PERFORMANCE MONITORING

Any planned, ongoing, or periodic activity that measures and ensures contractor compliance with the terms, conditions, and requirements of a contract.

10. CONTRACTOR

An individual, company, corporation, firm, or combination thereof, with which DSHS has a contract to provide sign language interpreter services and receiving payment for the services.

11. CUSTOMER

A deaf, hard of hearing or deaf-blind client, citizen or DSHS/state employee receiving functional equivalent communication access through a sign language interpreter or transliterator. A client is any person applying, been determined eligible for, and/or receiving services from DSHS and/or State of Washington governmental entity. A citizen is a person who may or may not be a client. (E.g. citizens attending public meetings). DSHS or state employees need interpreter(s) for meetings, training, and conferences.

12. DEAF

deaf - with a lowercase "d" - is a medical/audiologist term used to describe persons who have a severe to profound hearing loss. Use of this term views deafness primarily as a "deficit" or "loss" and may normally be used to refer to deafness as an "inability to hear".

Deaf – with a capitalized "D" - is a cultural term used to describe persons who identify themselves as members of the Deaf Culture and Deaf Community and prefer to communicate using American Sign Language, but does not exclude spoken communication and written language. These individuals share a common background, language (American Sign Language), experiences, traditions, and values. They view themselves as a minority population rather than a disability group. This group often includes other languages, e.g. English, and may be bi-lingual and/or bi-cultural.

13. DEAF/BLIND

A broad term that generally describes people who have varying degrees/types of combined vision and hearing loss. The person can be either deaf or hard of hearing. Also, the person can have a visual range of limited sight, e.g. tunnel vision, to complete blindness. Many persons who are Deaf/Blind communicate by using tactile signing or close-up signing, depending on their vision loss.

14. EFFECTIVE COMMUNICATION

Expressive and receptive communication, with or without the use of auxiliary aids that provides the customer an equal opportunity to participate in or benefit from state programs, services or activities. This communication must be conveyed effectively, accurately and impartially.

15. EMPLOYEE

A person hired to perform specific and as needed tasks based on DSHS or state employer and contracted service/medical provider pre-established criteria, in return for financial or other compensation.

16. FAMILY MEMBER

Any person who is related to the client including but not limited to: a spouse, child, grandmother, grandfather, grandchild, mother, father, sister, brother, cousin, niece, nephew, aunt, uncle, step relations and/or in-laws.

17. HARD OF HEARING

A broad term that generally describes people who have functional hearing loss with some residual hearing, whether permanent or fluctuating, which adversely affect communication. These are people who may or may not have sufficient residual hearing to process linguistic information auditorally. They may or may not use a combination of: sign language interpreters, hearing aids, assistive listening devices, and other specialized technology.

18. HEARING LOSS

A term that generally describes people with hearing loss, ranging from slight to profound, measured in decibels. It includes persons who are deaf, deafblind, or hard of hearing. A person with a hearing loss may or may not readily understand or communicate in spoken language with or without the use of auxiliary aids.

HEARING LOSS	DECIBELS
Normal Hearing	(-10 dB to 15 dB)
Slight Loss	(16 dB to 25 dB)
Mild Loss	(26 dB to 30 dB)
Moderate Loss	(31 dB to 50 dB)
Moderate/Severe	(51 dB to 70 dB)
Severe Loss	(71 dB to 90 dB)
Profound Loss	(91 dB or more)

19. HOURLY RATE

The rate that DSHS will reimburse contractors for sign language interpreting services rendered. This rate shall include the costs of proposal preparation, servicing of accounts, and all contractual requirements.

20. INTERPRETATION

The process of facilitating communication between individuals using spoken English or other spoken languages and those who use American Sign Language. Facilitating communication entails a demonstrated ability to expressively and receptively interpret between American Sign Language (ASL) and spoken English in both sign-to-voice and voice-to-sign.

21. INTERPRETER REFERRAL AGENCY

A nonprofit or for-profit organization that provides sign language interpreter services including scheduling, assignment and referral of staff and/or sub-contracted interpreters to appointments.

22. MILEAGE

Distance traveled on a portal-to-portal basis in a Privately Owned Vehicle (POV).

23. NATIONAL ASSOCIATION OF THE DEAF (NAD)

A national membership association that previously administered testing for certification of sign language interpreters. NAD testing was replaced by the joint NAD-RID development of the National Interpreting

Certification testing system. NAD certified interpreters are grandfathered into the NIC certification system.

24. NATIONAL INTERPRETING CERTIFICATION

New interpreting certifications with three levels developed by the joint NAD-RID Task Force. Testing is administered by RID.

25. NO SHOW

The result of a client, customer, DSHS/state employee, contracted service/medical provider or interpreter not keeping an appointment during the time scheduled.

26. NON-CERTIFIED INTERPRETER

A person registered with the Department of Social and Health Services to provide sign language interpreter services, who has not obtained official sign language interpreter certification and is required to do so within 3 years of initial registration.

27. OFFICE OF THE DEAF AND HARD OF HEARING (ODHH)

A state agency under the auspices of DSHS delegated the authority to procure and administer this contract. ODHH is the office where sign language interpreters are required to register for approval before performing under this contract. ODHH provides technical assistance, training, and workshops to DSHS staff and other interested agencies regarding people with hearing loss and arranging the provision of auxiliary aids to meet reasonable accommodation obligations.

28. PORTAL TO PORTAL

The distance traveled by the interpreter from the “address of origin” to the “address of the appointment.” It may include the distance traveled from the “address of the appointment” to the “address of destination.” The addresses are further defined as follows:

- Address of origin – home or place of business of previous appointment
- Address of appointment – place of business/facility of DSHS/state government entity or contracted service/medical provider
- Address of destination - home or place of business of next appointment

29. PROGRAM

Any distinct service unit of the department usually designated as a division, or office or institution, which designs, schedules, administers, and/or plans the services.

30. PROVIDER NUMBER

A seven-digit identification number issued to contracted service/medical providers for the purpose of billing MAA electronically.

31. PERFORMING PROVIDER NUMBER

A seven digit number beginning with an “8” assigned to an interpreter providing sign language interpreter services at contracted medical provider appointments.

32. QUALIFIED INTERPRETER

An interpreter who is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary. A qualified interpreter may be either certified or non-certified and is determined to be competent by the client, customer or the DSHS/state employee and a requester with a DSHS/State of Washington governmental entity or contracted service/medical provider. Family members are not qualified interpreters.

33. REGISTRY OF INTERPRETERS FOR THE DEAF (RID)

A national membership association that administers testing for certification of sign language interpreters. RID testing for RID certification was replaced by the joint NAD-RID development of the National Interpreting Certification testing. RID certified interpreters are grandfathered into the NIC certification system.

34. SUBCONTRACTOR

An individual, company, partnership, corporation, firm, or combination thereof with whom the Contractor develops sub-contracts for sign language interpreter services.

35. TRANSLITERATION

The process of facilitating communication between individuals using spoken English and those who use English-based sign language. Facilitating communication entails a demonstrated ability to expressively and receptively transliterate between English-based sign language and spoken English in both sign-to-voice and voice-to-sign.